Appendix Q

Copy of Annual Report

Appendix Q: Copy of Annual Report

2006 WASHINGTON RELAY ANNUAL REPORT

WASHINGTON
RELAY

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Dear Office of Deaf and Hard of Hearing:

2007 has once more given Sprint another opportunity to provide highest quality services, dedication and commitment that the State of Washington has come to expect. Our partnership has been interactive more than reactive.

We have continued to share the same visions: to hold customer satisfaction as our top priority and to provide stellar services. We also had the opportunity to work jointly at the Western Washington Fair and the Taste of Technology Conference.

Sprint had introduced innovative wireless and video relay options during 2006, and more is forthcoming as technology rapidly evolves before our own eyes.

2007 will see the second implementation of the "Do Not Hang Up" Public Service Announcements (PSAs) on several television station channels in Western Washington. We will also expand our relay education through our partnerships with Hearing Loss Association of Washington and Washington State Association of the Deaf.

As always, Sprint is grateful to continue providing Washington Relay with the Office of Deaf and Hard of Hearing (ODHH) as well as all deaf, hard of hearing, late deafened, deafblind, speech disabled and hearing users of Washington State.

Sincerely,

Dan Brubaker
Account Manager

Sprint Relay Accounts

Sprint currently provides relay services to 31 states, the Federal Government, Puerto Rico and New Zealand. In 2006, Sprint was awarded contract renewals in Colorado, Mississippi, Missouri, Texas, and Vermont.

From January 2006 to December 2006, Sprint processed over 28.3 million inbound minutes, excluding CapTel and video relay.

Product Enhancements in 2006

Sprint implemented a couple of enhancements to the relay platform and desktop call processing platform as well as improving the customer experience. Sprint also implemented several enhancements to the Video Relay Service, Internet Relay using Instant Messaging and Wireless Relay. The Sprint Relay outreach teams have gone above and beyond to increase awareness of these exciting new products across the country by offering extensive hands-on product training and demonstrations at trade shows, state events, and non-profit organizations, as well as with business associates and individuals. Our team strongly believes in keeping relay users informed of all new technologies.

Washington Relay Product Enhancements	Sprint Relay Product Enhancements available in Washington State	Sprint Relay Product Enhancements not available in Washington State
◈ Alpha and Beta Testing of the new Relay Platform and Desktop Call Processing Application ◈ Improving the Customer Experience	◈ MySprintVRS Number ◈ Wireless Devices, e.g. BlackBerry 7250, 8103 and 8703e ◈ Sprint IP using AIM ◈ Sprint IP Wireless	◈ CapTel USB Access ◈ CapTel Carrier of Choice

Washington Relay Product Enhancements

Sprint had conducted alpha and beta testing on the new relay platform and new desktop call processing application.

On 2 May 2006, a few hundred Washington Relay calls were sent to the new relay platform. During the one month trial, there were no issues.

Sprint began a new and ambitious project called "Improving the Customer Experience (ICE), Voices and Signs of the Customer." ICE is an ongoing project to improve the customer experience when using relay. This project began with focus groups and one-on-one interviews with TRS users in Rochester, NY; Denver, CO; Austin, TX and Washington DC. The focus groups have been a wonderful experience, and Sprint is truly "hearing" the "voices" and "seeing" the "signs" of the relay users.

Based on feedback and input received through the ICE program from both end users and internal teams, we had implemented first set of improvements to Sprint Relay that began on 22 August 2006. A few of these changes are internal, affecting the training and operations of Communication Assistants (CA) and some are external, improving the experience of the relay user.

Sprint Relay Product Enhancements
Available in Washington State

Sprint Video Relay Service

On 31 July 2006, Sprint launched **MySprintVRS** number. This MySprintVRS Number feature empowers Deaf and hard of hearing Video Relay Service (VRS) users with a simply means of receiving incoming calls With MySprintVRS Number, a hearing user simply dials one toll free number and quickly reaches an Interpreter who connects them to the Deaf or hard of hearing VRS user without supplying any additional information.

The value of a dedicated personal number is generally taken for granted. Without a dedicated personal number, things such as entering a contact number in a department email directory or printing one simple number on a business card are much more complicated. Today telephone numbers are also used as account identifiers or for ordering items. Sprint, unlike most other VRS providers, makes this possible.
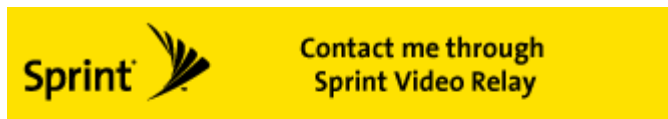
Sprint

WASHINGTON
RELAY

SAMPLE: MySprintVRS Business Card

SAMPLE: Washington VRS Business Card

For VRS users who have not registered for MySprintVRS, hearing callers may dial a toll-free number: 1-866-251-8274, and provide the VI with the VRS user's IP Address, or their Sprint VRS Mail extension number.

On 28 October 2006, Sprint also introduced a revolutionary means of wirelessly accessing Sprint VRSmail. Sprint, as a telecommunications provider, is uniquely positioned to make retrieval of VRSmail from wireless devices possible from devices with Windows Media Player capability. **Sprint VRSmail** for wireless devices is extremely popular and empowers VRS users to access and playback VRS message directly from their handset.

Instructions for receiving Sprint VRS Mail on PPC6700

Cooler. Faster. More Mobile.

WASHINGTON RELAY

Sprint is already making choices that reflect a wireless future and is investing in the next generation of wireless technology – fourth-generation or '4G technology.' The 4G technology will support peak data download speeds of approximately 20 Mbps (megabits-per-second), with average user data rates between 1 Mbps and 4 Mbps. That is 10-fold to the current third generation technology with Evolution-Data Optimized (EV-DO) download speeds of 400 Kbps (kilobits-per-second) to 700 Kbps. Current speeds enable customers to surf the web and to download mobile music, games, and television from anywhere within the wireless coverage. With the 4G spectrum, Sprint Relay believes that wireless VRS will become a reality.

Sprint IP using AIM® (AOL® Instant Messenger™)

Another cutting-edge technology was launched with Sprint IP using AIM®. Users are able to blend the easy-to-use capabilities of Sprint IP Relay with the power of wireless devices and equipment that run AIM®. In addition to the ability to place a relay call over the internet, the wireless user can access Sprint IP on a wireless device with AIM®. This service allows users to access relay from the beach, a restaurant, or even the airport – anywhere a wireless device can access the internet and AIM®.

This feature will permit the AIM® relay user, on either desktop/laptop computer or wireless device, to connect to a Sprint IP operator. Users will need to have the AIM® application loaded on their Windows or Macintosh based computer or wireless device directly from AOL. The user will open an AIM® window/session and enter the "SprintIP" screen name. The call connection process begins when user sends an AIM® message. The user will receive a list of commands. To place the call, user will need to type a 10 digit telephone number. Once a connection is established, the relay operator will outdial the number of the call-to party. After the connection between both parties takes place, the relay operator will begin to relay the conversation between the parties.
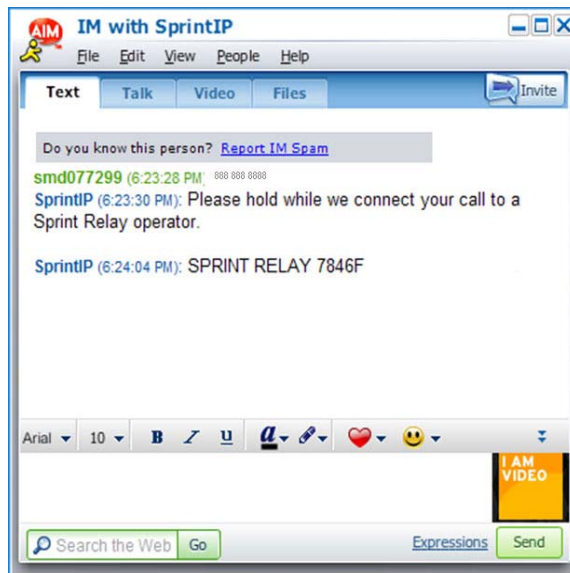
The AIM® relay user will have the option to reach live TRS customer service, Spanish operators, or obtain product information.

Sprint® IP Wireless Relay

Fast, mobile and free – Sprint IP Wireless! Sprint IP Wireless gives the customer the mobility and convenience to make relay calls anytime and anywhere there is wireless coverage.

Sprint is proud to offer the Deaf and Hard-of-Hearing communities cutting-edge technology through Sprint IP Wireless Relay. In April 2006, Sprint Relay launched the release of an over-the-air wireless application which is available on BlackBerry devices with an operating system of 4.0 or higher. Sprint IP Wireless permits BlackBerry device users to connect to a Sprint relay operator via wireless internet relay. One of key benefits of

Get ahead.

For FREE.

Download the new Sprint® IP Wireless at **www.sprintrelay.com/download/** on your BlackBerry® today.

Learn more at SprintRelay.com

Sprint IP Wireless is that the application may be downloaded to any wireless network that supports BlackBerry devices (i.e. Sprint, Cingular, T-Mobile, etc.).

Once the connection is established to a Sprint Relay operator, the operator will relay the conversation between the two parties. The conversation continues until either party hangs up. Sprint IP Wireless allows wireless users to access relay from the park, a restaurant, the airport, or wherever there is wireless coverage, the customer has the ability to make a relay call for help.

Benefits of Sprint IP Wireless Relay include:

◈ Sprint IP Wireless is completely free. No application fees and no download fees.

◈ Easy "over-the-air" download on any Blackberry devices with an operating system 4.0 or higher.

◈ Sprint IP Wireless Relay works on almost all wireless networks. (Sprint, Verizon, Cingular, T-Mobile, etc.)

◈ Easy to use/friendly application

◈ Use your BlackBerry address book directly from application

◈ Edit, save, and e-mail the conversation

◈ Store your preferences (fonts, operator gender, language preference, conversation window option)

◈ Skilled and experienced relay operators

◈ Automatically searches for the latest updates/versions on Sprint IP Wireless.

◈ Call History – keeps track of the last fifty calls made.

This downloadable software is available free to the customer and can be downloaded over the wireless internet. Relay customers can download Sprint IP Wireless from their BlackBerry web browser by clicking on www.sprintrelay.com/download/.

Sprint IP Wireless Relay conversation minutes of use are currently reimbursed through the Interstate TRS Fund and are not charged to the State.

Sprint continues to focus on improving the wireless internet relay customer experience. Sprint offers a complete wireless solution package for wireless relay users. A relay customer can contact a Sprint Relay team member to purchase a device and wireless data only plan. Sprint Relay's representatives can work with the customer to provide a wireless device at a special price. The Benefits of offering BlackBerry handsets to wireless Sprint Relay customers include:

- ◈ Nationwide e-mail and data coverage
- ◈ QWERTY keyboard
- ◈ Color display
- ◈ Faster and more reliable e-mail - up to 10 e-mail accounts
- ◈ Push e-mail
- ◈ EV-DO ready - faster internet browser speeds

As wireless devices become available for wireless internet relay, Sprint will continue to add to its portfolio of wireless devices compatible to Sprint IP Wireless.

**Sprint Relay Product Enhancements
Not Available in Washington State**

CapTel **USB Access**

In March 2006, Ultratec released an advanced option with new *CapTel* phones – a Universal Serial Bus (USB) plug. This non-standard enhancement provides the following benefits:

◈ Users can read the captions off their computer screen in larger font size.

◈ Users can adjust the font, font size, font color, and background color for easier viewing.

◈ Users can save their font preferences for each call.

◈ Users can save conversations for future reference and/or forward to Customer Service for troubleshooting issues.

◈ Users can print their conversations, as well as copy and paste their conversations into other programs.

◈ Users with low vision can adjust their computer screen to accommodate their vision needs.

CapTel **Carrier-of-Choice**

◆ *CapTel* users and those calling *CapTel* users are encouraged to register their preferred Carrier-of-Choice.

◆ Users who have not registered their preferred Carrier-of-Choice are encouraged to contact *CapTel* Customer Service to complete their registration.

◆ All new *CapTel* phones distributed after June 1st, 2006 come with a Carrier-of-Choice card packaged with the *CapTel* phone.

◆ Users are responsible for filling out the card or contacting *CapTel* Customer Service to receive the benefits of registering their Carrier-of-Choice preferences for *CapTel* calls.

◆ Voice-in users calling *CapTel* users are also notified that their call may incur long distance charges - After connecting to the *CapTel* voice-in Voice Response Unit (VRU) and entering the phone number of the *CapTel* user they wish to call, they may receive a verbal announcement stating that their call may include long distance charges.
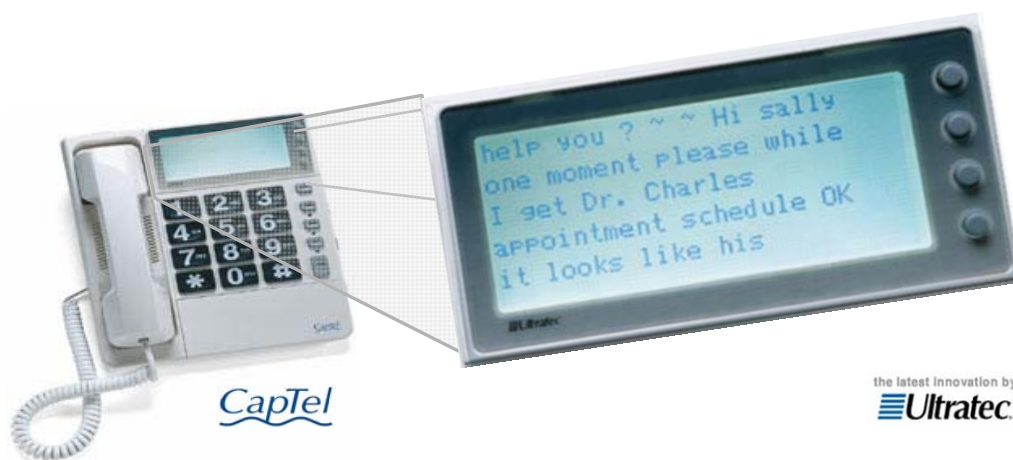
Washington Relay Website Statistics Report

After the washingtonrelay.com website was overhauled in September 2004, we had added a feature where we could view website usage statistics online. The washingtonrelay.com website had 25,000+ visits and a half million hits over a period of 12 months. The hits during March and April 2006 may be attributed to the "Do Not Hang Up" campaigns (via public service announcements and postcards).
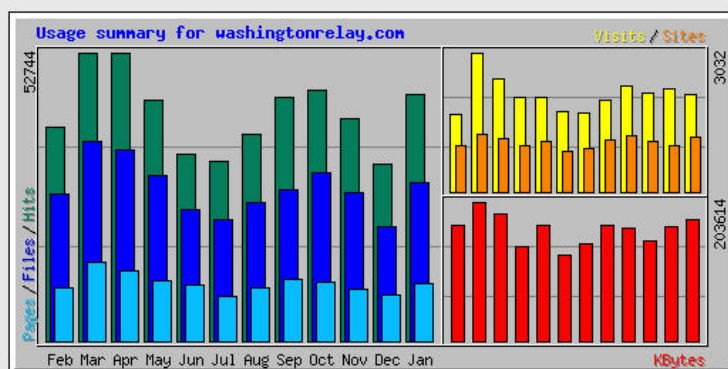
Summary by Month

Month	Daily Avg				Monthly Totals					
	Hits	Files	Pages	Visits	Sites	KBytes	Visits	Pages	Files	Hits
Jan 2007	1457	936	342	68	1195	176958	2116	10607	29033	45195
Dec 2006	1045	671	271	71	1007	167266	2230	8410	20826	32413
Nov 2006	1358	904	312	72	1112	146187	2165	9362	27144	40743
Oct 2006	1480	992	346	74	1209	164485	2304	10744	30782	45903
Sep 2006	1488	926	378	66	1132	170018	2004	11361	27793	44666
Aug 2006	1220	816	317	55	956	143179	1723	9840	25306	37822
Jul 2006	1056	717	265	56	895	126714	1755	8215	22232	32761
Jun 2006	1137	800	341	68	1087	169759	2053	10257	24001	34124
May 2006	1423	978	354	66	1006	137279	2060	11004	30337	44119
Apr 2006	1758	1160	430	81	1145	186991	2457	12921	34820	52744
Mar 2006	1695	1173	464	97	1261	203614	3032	14404	36393	52558
Feb 2006	1399	960	352	60	1014	168764	1681	9863	26907	39198
Totals						1961214	25580	126988	335574	502246

Washington Relay Total Call Volume

These charts indicate the trends of our annual call volume. The numbers reflect the traditional relay services (e.g. TTY, VCO, HCO, TeleBraille, Spanish Relay, ASCII and STS) that are currently provided by Washington Relay.

The conversation minutes continue to show a steep drop in calls over the past 5 years. The 2006 total call volume had been halved since 2003, and is one-thirds of the all time high in 1999. This is a result of more and more consumers utilizing alternative modes of communications such as e-mail, instant messaging, wireless pagers, fax machines as well as internet relay, wireless relay and video relay service.

TOTAL RELAYED CALLS	
1998	770,020
1999	1,521,230
2000	1,519,668
2001	1,587,503
2002	1,172,220
2003	1,040,372
2004	910,912
2005	725,092
2006	549,439

The yearly total relayed call volume is broken down into monthly figures on the next page.

Washington Relay Total Call Volume
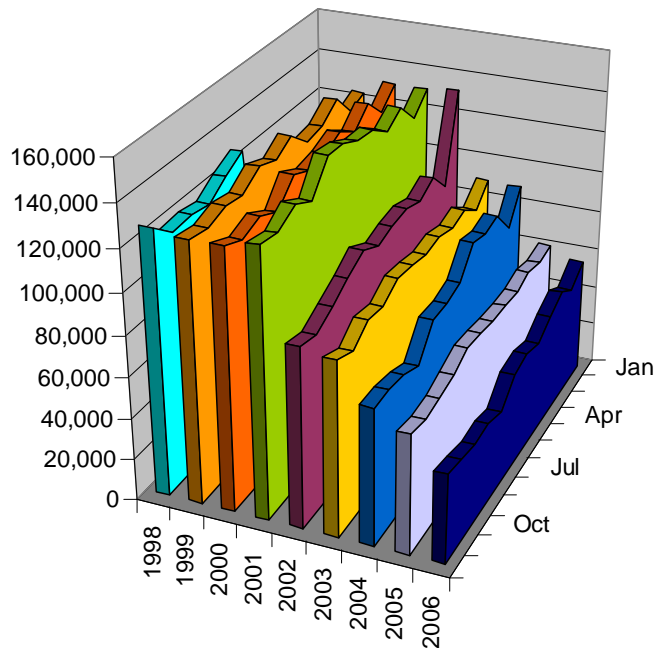
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1998						32,591	129,527	123,932	117,599	119,759	118,672	127,940
1999	124,147	120,959	132,502	125,440	124,175	133,226	127,738	131,646	124,856	126,934	124,046	125,561
2000	131,229	123,034	132,915	125,159	131,483	127,437	125,631	130,397	119,804	124,864	121,403	126,312
2001	130,837	122,503	133,629	128,120	134,968	136,035	140,847	142,288	127,723	133,505	127,546	129,502
2002	132,954	90,149	101,355	96,759	99,783	98,132	95,728	100,888	95,125	89,579	84,624	87,144
2003	89,886	81,264	88,183	86,211	89,019	87,300	89,748	90,912	85,299	87,235	80,619	84,696
2004	89,096	74,796	88,183	86,211	89,019	76,740	74,473	74,499	60,375	64,861	66,208	66,451
2005	61,726	60,114	62,406	60,343	60,874	61,307	63,176	63,887	59,889	57,051	56,114	58,205
2006	56,252	48,696	55,512	50,549	44,983	47,990	46,144	36,451	39,582	38,655	41,054	43,571

Washington Relay Call Origination

The chart indicates that most of the Washington Relay calls are being originated by TTY users. This follows a similar pattern in previous years.

Percentage of Calls through Washington Relay
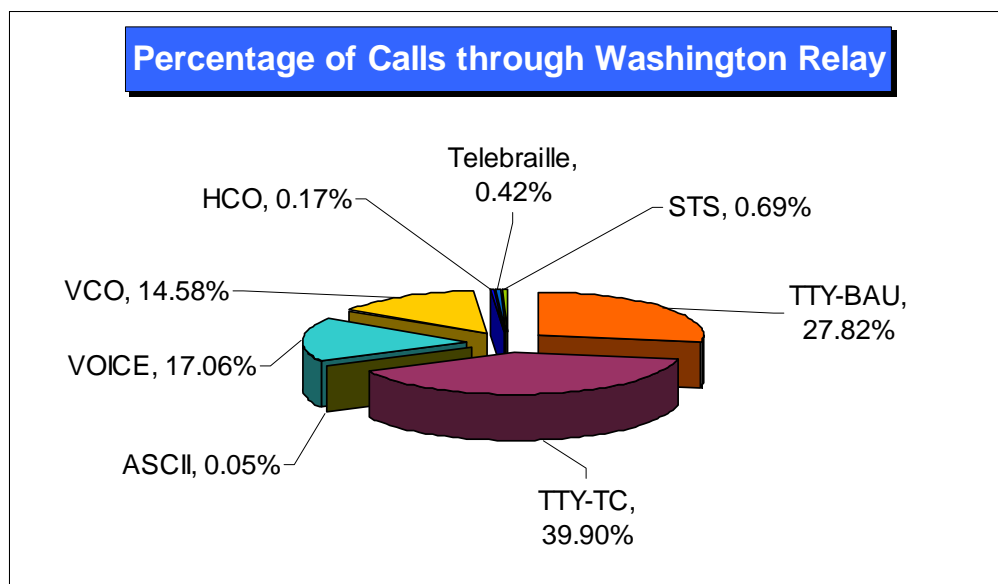
Speed of Answer

The charts below illustrate that Sprint has exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls to be answered within 10 seconds. The **Average Speed of Answer (ASA)** for 2006 was 2.3 seconds or the **Service Level (SVL)** was that 93% of calls were answered within 10 seconds.

172
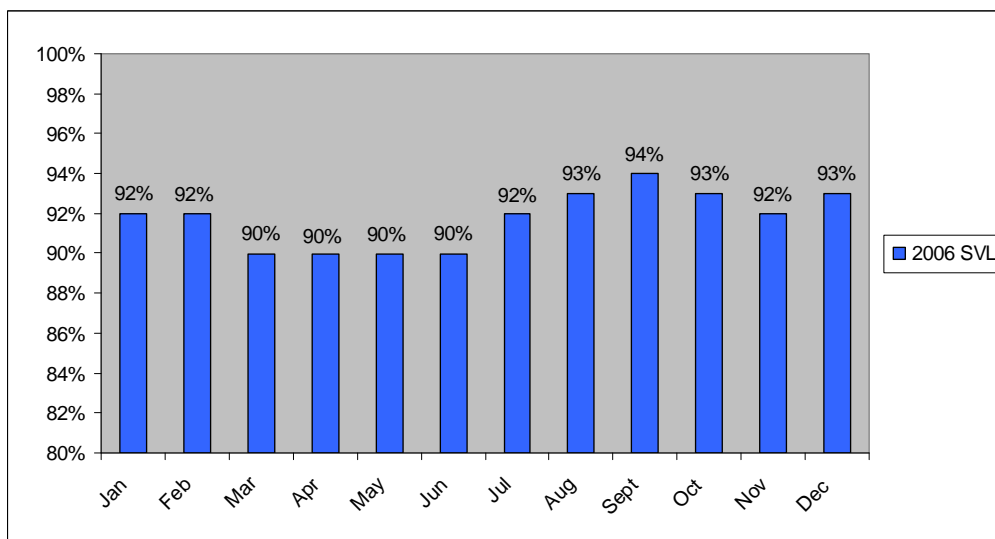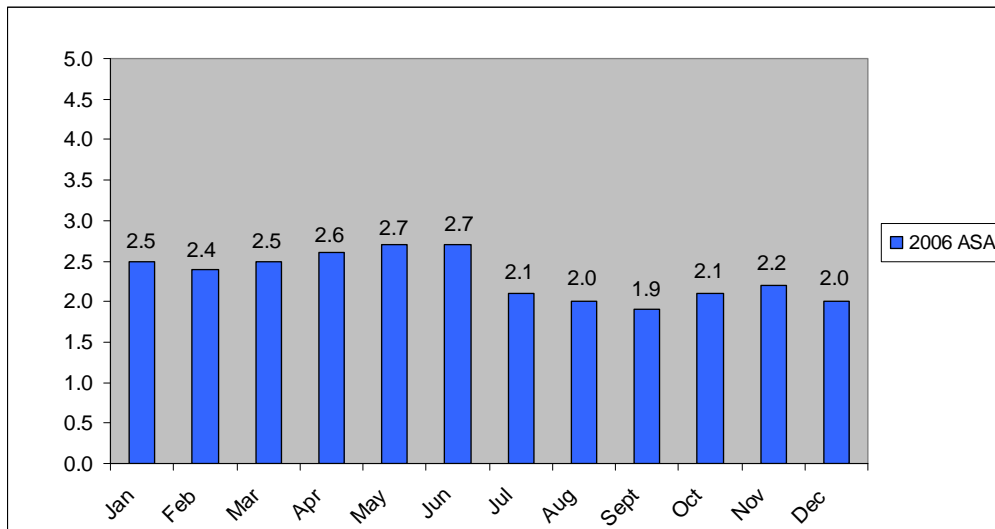
Customer Service Contact Data

Sprint Customer Service is responsible for handling customer requests such as registering Customer Database profiles, responding to reports of technical issues, sending requested relay information materials, and listening to and gathering customer suggestions, comments and complaints. Each request from a relay user is given full attention and every effort is made to satisfy the user.

The following highlights the breakdown of call types that were received through Sprint Customer Service.

2006	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Complaints	4	7	7	1	4	3	1	4	3	1	6	4	45
Commendations	3	0	4	3	2	1	5	0	2	4	2	4	30
Inquiries	129	105	128	137	122	119	109	161	115	99	88	83	1395
TOTAL	136	112	139	141	128	123	125	165	120	104	96	91	1470

Washington Relay Service Traffic Report

TO:	FROM:
Eric Raff, DSHS / ODHH	**Dan Brubaker, Sprint**
1115 Washington Street SE	1100 Olive Way, Suite 1220
Olympia, Washington 98504	Seattle, Washington 98101

2006 TOTAL CALL VOLUME

Outbound	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL
TTY-Baudot	14,030	12,172	13,636	11,840	8,569	11,697	11,729	12,243	12,178	12,855	13,733	13,066	147,748
TTY-Turbocode	24,942	21,597	24,604	23,175	20,811	20,617	18,783	10,353	13,065	12,279	13,596	15,495	219,317
ASCII	13	28	72	19	84	22	8	8	5	1	1	11	272
Voice	9,341	8,285	9,341	8,140	8,322	8,061	7,698	5,969	6,782	6,289	6,669	7,271	92,168
VCO	6,894	5,775	6,743	6,478	6,215	6,659	6,910	6,617	6,415	6,190	6,078	6,540	77,514
HCO	46	34	84	34	133	141	34	84	76	103	76	58	903
Telebraille	255	212	264	170	170	120	224	118	84	78	217	365	2,277
Speech to Speech	315	248	300	251	397	380	337	333	276	268	297	221	3,623
Spanish Users	416	345	468	442	282	293	421	726	701	592	387	544	5,617
TOTAL	56,252	48,696	55,512	50,549	44,983	47,990	46,144	36,451	39,582	38,655	41,054	43,571	549,439
% PERCENTAGE OF CALLS													**AVERAGE**
TTY	25.27%	25.30%	24.91%	23.75%	19.34%	24.72%	25.84%	34.59%	31.55%	34.01%	34.02%	30.52%	27.82%
TTY-Turbocode	45.07%	44.90%	44.94%	46.48%	46.97%	43.57%	41.39%	29.25%	33.84%	32.49%	33.68%	36.20%	39.90%
ASCII	0.03%	0.06%	0.13%	0.04%	0.19%	0.05%	0.02%	0.02%	0.01%	0.00%	0.00%	0.03%	0.05%
Voice	16.77%	17.22%	17.06%	16.33%	18.78%	17.04%	16.96%	16.87%	17.57%	16.64%	16.52%	16.99%	17.06%
VCO	12.33%	12.01%	12.32%	12.99%	14.03%	14.07%	15.22%	18.70%	16.62%	16.38%	15.06%	15.28%	14.58%
HCO	0.08%	0.07%	0.15%	0.07%	0.30%	0.30%	0.07%	0.24%	0.20%	0.27%	0.19%	0.14%	0.17%
Telebraille	0.45%	0.44%	0.48%	0.34%	0.38%	0.25%	0.49%	0.33%	0.22%	0.21%	0.54%	0.85%	0.42%
Speech to Speech	0.56%	0.52%	0.55%	0.50%	0.88%	0.79%	0.91%	0.91%	0.70%	0.71%	0.73%	0.52%	0.69%
													TOTAL
Local	43,518	37,193	42,844	38,927	34,968	36,977	36,174	28,818	29,760	29,952	32,751	34,663	426,545
Intrastate	2,807	2,628	2,772	2,548	2,507	2,826	2,278	1,662	3,118	1,975	2,125	2,133	29,379
Interstate	3,233	3,017	3,107	2,945	2,683	2,677	2,311	1,373	2,060	2,121	2,157	2,472	30,156
Toll Free	6,127	5,099	5,768	5,285	3,994	4,686	4,477	3,449	3,534	3,582	3,200	3,379	52,580
Directory Assistance	223	147	172	122	134	143	117	71	120	154	124	127	1,654
900 NPA Acess	0	0	0	0	0	0	0	0	0	0	0	0	0
International	29	19	81	29	18	8	29	19	13	11	13	15	284
Marine	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	17	17
TOTAL COMPLETED	55,937	48,103	54,744	49,856	44,304	47,317	45,386	35,392	38,605	37,795	40,370	42,806	540,615
Busy/Ring/No Ans	11,153	9,461	10,998	9,785	8,482	8,380	7,946	4,455	6,021	5,320	6,574	7,844	96,419
TOTAL OUTBOUND	55,937	48,103	54,744	49,856	44,304	47,317	45,386	35,392	38,605	37,795	40,370	42,806	540,615
General Assistance	24,732	21,570	23,289	20,935	19,071	21,667	21,685	21,205	20,188	21,135	22,686	22,835	260,998
TOTAL RELAYED CALLS	80,669	69,673	78,033	70,791	63,375	68,984	67,071	56,597	58,793	58,930	63,056	65,641	801,613

MINUTES OF SERVICE													TOTAL
Total Minutes (conv)	188,856	162,434	186,553	163,631	147,536	159,469	154,941	133,561	140,062	140,975	145,017	146,404	1,869,439
Interstate	12,791	11,643	13,071	12,406	12,495	10,884	9,653	5,346	7,450	10,024	10,519	10,842	127,124
International	54	43	200	37	20	24	20	38	24	32	13	47	552
800 Toll Free	22,515	17,994	18,926	17,979	15,341	17,886	17,021	14,722	15,246	16,060	14,019	15,024	202,733
Interstate Dir. Asst.	63	14	15	16	27	53	27	25	30	31	23	10	334
900 Conversation	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes	153,432	132,740	154,341	133,192	119,654	130,623	128,221	113,430	117,312	114,829	120,442	120,482	1,538,698
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL
Number of Calls to WA TRS													
Offered	56,123	54,170	59,128	53,609	49,302	53,802	52,624	46,812	48,376	48,489	50,680	52,624	625,739
Answered	54,383	52,812	58,587	52,860	48,264	52,296	51,347	45,839	46,368	47,023	49,575	51,108	610,462
In Queue	56,123	54,170	59,128	53,609	49,302	53,802	52,624	46,812	48,376	48,489	49,575	52,624	624,634
Abandoned in Queue	1,740	1,358	541	749	1,038	1,506	1,277	973	2,008	1,466	1,105	1,516	15,277
AVERAGE LENGTH OF CALL BY DEVICE													AVERAGE
TTY	3.58	3.40	3.62	3.60	3.83	4.00	4.00	4.38	4.05	4.25	3.93	3.87	3.88
TTY-TurboCode	3.45	3.53	3.47	3.17	3.28	3.17	3.25	3.55	3.60	3.37	3.33	3.18	3.36
ASCII	14.02	26.78	4.75	3.37	1.63	21.37	2.95	20.75	5.58	0.62	0.58	16.57	9.91
VOICE	2.47	2.40	2.50	2.47	2.32	2.33	2.33	2.65	2.63	2.73	2.93	2.57	2.53
VCO	3.78	4.02	3.85	3.97	4.02	3.97	3.92	3.88	3.73	4.32	4.00	4.05	3.96
HCO	12.72	8.58	8.72	10.67	6.57	8.35	11.80	5.77	12.75	3.93	6.37	5.10	8.44
Telebraille	3.08	3.88	5.42	5.73	5.62	6.92	4.70	6.22	6.27	5.47	5.03	2.43	5.06
Speech to Speech	6.36	5.36	5.90	6.75	6.49	9.61	7.66	7.40	8.13	8.74	4.15	7.68	7.02
SPEED OF ANSWER	85% within 10 Seconds												AVERAGE
Service Level	92%	92%	90%	90%	90%	90%	92%	93%	94%	93%	92%	93%	92%
Monthly Average	2.5	2.4	2.5	2.6	2.7	2.7	2.1	2.0	1.9	2.1	2.2	2.0	2.3
CUSTOMER CONTACTS													TOTAL
Complaints	4	7	7	1	4	3	1	4	3	1	6	4	45
Commendations	3	0	4	3	2	1	5	0	2	4	2	4	30
Requests	129	105	128	137	122	119	109	161	115	99	88	83	1,395
TOTAL	136	112	139	141	128	123	125	165	120	104	96	91	1,470
SUMMARY	Attachment TRS customer contact summary												

Outreach and Marketing Report

The Account Manager, in collaboration with outreach contractors, promoted relay service awareness by providing demonstrations, presentations and materials to the groups listed below. Products included traditional relay, video relay, internet relay and wireless relay.

WASHINGTON RELAY

Relay Events and Presentations

◈ DeafNation Expo at Seattle Center	◈ Deaf-Blind Service Center Walk-a-Thon	◈ WSD Alumni Association Reunion
◈ Western Washington University	◈ Taste of Technology Conference	◈ University of Washington
◈ Whatcom County Families for Deaf and Hard of Hearing Children	◈ Washington School for the Deaf Homecoming	◈ Southwest Center of the Deaf and Hard of Hearing
◈ Hearing, Speech and Deafness Center	◈ Western States Basketball Classic	◈ Abused Deaf Women's Advocacy Services
◈ World Deaf Timberfest	◈ Northwest Rainbow Alliance of the Deaf	◈ Edmonds Woodway High School
◈ Seattle Children's Hospital	◈ King County Government	◈ Deaf Teen Leadership Camp

The group picture below is from the Sprint / Washington Relay exhibition booth at the DeafNation Expo in Seattle on 16 September 2006.

Western Washington Fair

From 8 to 24 September 2006, Washington Relay and Sprint had a booth at the Western Washington Fair (a.k.a. The Puyallup Fair). Approximately 96,000+ people had passed our booth at the Centennial Building near the Blue Gate (as 1,131,276 people attended the 169 acre fair). There were some limited opportunities to reach out to those who were not aware of relay services previously. Due to the nature of the fair (as almost all other booths were selling products), it was difficult to provide service information without the attendees thinking we were trying to sell something.

Below are the staff who had supported the Washington Relay booth during the 17 days from 10:00 am to 10:00 pm (on Sunday to Thursday) or 11:00 pm (on Friday and Saturday).

Penny Allen		Pam Parham
Joanna Ball	Bob Lichtenberg	Steve Peck
Dan Brubaker	Chad Ludwig	Donna Platt
Sue Campbell	Christopher Lyles	Leon Ralph
Jerry Cardoso	Scott Martin	Kelly Robison
Jennifer Chowning	Molly McGuire	Elizabeth Rothman
Emily Hill	Lisa McIntosh	Kim Tofstad
Jan Humphries	Frank Mounts	Moira Walters
Sara Kusnetzky		Heidi Weber

Taste of Technology Conference

On 29 September 2006, Washington Relay hosted a successful Taste of Technology Conference at the Hilton Seattle Airport with 128 attendees. Most of the attendees came from a variety of professions: consumers, professionals, providers, etc. The attendees came from different non-profit organizations as well as city, county and state agencies and corporations.

YOU ARE INVITED TO THE

Taste of Technology
MINI-CONFERENCE

Friday, September 29, 2006 – 9:00 am to 4:30 pm
Hilton Seattle Airport and Conference Center
17620 International Boulevard
Seattle, Washington 98188-4001

Sponsored by **WASHINGTON RELAY**

Come to this **FREE** conference and learn about NEW technology with adaptive telecommunications equipment, assistive listening devices and telecommunications services or programs for Washington State residents who are deaf, hard of hearing, deaf-blind and speech disabled. **FREE** continental breakfast and three course lunch provided by Sprint / Washington Relay. This is a great opportunity for Washington State residents who are deaf, hard of hearing, deaf-blind and speech disabled, rehabilitation counselors and social service workers or students to gain an understanding of technology available to people who are deaf, hard of hearing, deaf-blind and speech disabled.

FEATURED SPEAKERS
- Bob Lichtenberg: Keynote and Welcome Address
- John Evans: Preparing a Formal Request for Workplace Accommodations
- Maria Kelley: What is Washington Assistive Technology Program?
- Dan Brubaker / Damara Paris: The Mobile Worker with Internet Relay, Wireless Relay and Video Relay
- Laurie Reinhardt / Jason Smith: Benefits of Video Remote Interpreting in the Workplace
- Donna Platt / Steve Peck: Technology and Emergency Access

DEADLINE TO REGISTER: SEPTEMBER 20, 2006

Attendees were divided into 4 groups that rotated amongst 5 different presentations.

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Sprint

A total of 4 real time captioners and 16 interpreters were on hand (including 8 for deaf-blind attendees). Assistive listening devices (ALDs) were available for hard of hearing attendees. A continental breakfast and a three course lunch was provided as well.

FEATURED SPEAKERS
◈ Bob Lichtenberg: Keynote Address
◈ John Evans: Preparing a Formal Request for Workplace Accommodations
◈ Maria Kelley: What is Washington Assistive Technology Program?
◈ Mike Baer / Damara Paris: The Mobile Worker with Internet Relay, Wireless Relay and Video Relay
◈ Laurie Reinhardt / Allyson Boote: Benefits of Video Remote Interpreting in the Workplace
◈ Donna Platt / Steve Peck: Technology and Emergency Access

WASHINGTON
R E L A Y

Public Service Announcements

Sprint, in conjunction with Buell Advertising, had produced and distributed Public Service Announcements (PSAs) for Washington Relay on a state-wide basis where television stations could choose to carry them at no charge. Airtime for **494** PSA showings were purchased for Eastern Washington, which covered Spokane, Tri-Cities and Yakima.

Time period of commercials: ***30 January 2006 – 2 April 2006***

◈ Media Buys for Spokane Market and Yakima Market
◈ In both markets we have chosen to purchase airtime on two of the network affiliates so that we may reach the largest possible audiences with the highest frequency possible, within budget.
◈ The market media buys include:

SPOKANE Market
Spokane, Davenport, Dayton, Asotin, Pomeroy, Colfax, Ritzville, Ephrata, Newport, Colville, Republic and Okanogan

KXLY – ABC Channel 4		
DAY/TIME	NAME OF SHOW	WEEKLY SPOTS
Mon-Fri 5:00a – 5:30 a	Good Morning North West	1
Mon-Sun 5:00a – 4:30a	Run of Station Programming Rotation	12
Mon-Fri 5:30a – 6:00a	Good Morning North West	1
Mon-Fri 6:00a – 7:00a	Good Morning North West	1
Mon-Fri 7:00a – 9:00a	Good Morning America	1
Mon-Fri 5:00p – 5:30p	KXLY News4	1
Mon-Fri 6:00p - 6:30p	KXLY News4	1
Mon-Fri 7:30p - 8:00p	The Insider	1
Mon-Sun 11:00p - 11:35p	KXLY News4	1
Mon-Fri 11:35p - 12:05a	ABC News Nightline	1

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KXLY – ABC Channel 4		
DAY/TIME	NAME OF SHOW	WEEKLY SPOTS
Sat 7:00a – 9:00a	Good Morning North West	1
Sun 7:00a- 9:00a	Good Morning North West	1
Sun 5:00p – 5:30p	KXLY News 4	1
Total of Commercials: 120		

KHQ – NBC Channel 6		
DAY/TIME	NAME OF SHOW	WEEKLY SPOTS
Mon-Sun 5:00a – 1:00 a	Run of Station Programming Rotation	15
Mon-Fri 5:00a – 5:30a	Q6 News Today	2
Mon-Fri 5:30a – 6:00a	Q6 News Today	3
Mon-Fri 6:00a – 7:00a	Q6 News Today	3
Mon-Fri 9:00a – 9:01a	9am News Update	2
Mon-Fri 10:00a – 11:00a	Ellen	1
Mon-Fri 1:00p – 2:00p	Days of Our Lives	1
Mon-Fri 6:30p - 7:00p	Everybody Loves Raymond	1
Sat 7:00a – 10:00a	Q6 News Saturday	1
Sat 5:00p – 6:30p	Q6 News Weekend	1
Sat 6:30p – 7:00p	Everybody Loves Raymond	1
Sun 5:00p – 6:30p	Q6 News Weekend	1
	Good Morning North West	1
Sun 5:00p – 5:30p	KXLY News 4	1
Total of Commercials: 96		

YAKIMA-PASCO-RICHLAND Market
Including: Yakima, Pasco, Richland, Ellensburg, Prosser, Pasco, Kennewick and Walla Walla

KIMA+ — CBS Channel 29		
DAY/TIME	NAME OF SHOW	WEEKLY SPOTS
Mon-Fri 6:30a – 7:00a	Local News	3
Mon-Fri 9:00a – 10:00a	Martha Stewart	2
Mon-Fri 10:00a – 11:00a	The Price is Right	1
Mon-Fri 11:00a – 12:00n	The Young and The Restless	1
Mon-Fri 12:30p – 3:00p	CBS Soap Operas	1
Mon-Fri 3:00p – 4:00p	Dr. Phil	1
Mon-Fri 4:00p – 5:00p	Judge Judy	1
Mon-Fri 5:00p – 6:30p	News Rotation	1
Mon-Fri 6:30p – 7:00p	Inside Edition	1
Mon-Sun 6:00a – 1:00a	Run of Station Programming Rotation	15
Mon-Sun 8:00p – 11:00p	Prime Time Rotator	1
Total of Commercials: 116		

KNDO+ — NBC Channel 23		
DAY/TIME	NAME OF SHOW	WEEKLY SPOTS
Mon-Fri 5:00a – 6:00a	Northwest Today	2 – 4
Mon-Fri 9:00a – 10:00a	Today Show 3rd Hour	2
Mon-Fri 1:00p – 2:00p	Days of Our Lives	2 – 4
Mon-Fri 4:00p – 5:00p	Ellen	5 – 6
Mon-Sun 5:00a – 1:00a	Run of Station Programming Rotation	12 - 15
Mon-Fri 3:00p – 4:00p	Dr. Phil	1
Mon-Fri 6:30p – 7:00p	Who Wants to Be an Millionaire?	2
Mon-Fri 5:00p – 6:30p	News Rotation	1
Mon-Fri 6:30p – 7:00p	Inside Edition	1
Mon-Sun 6:00a – 1:00a	Run of Station Programming Rotation	15
Mon-Sun 8:00p – 11:00p	Prime Time Rotator	1
Total of Commercials: 162		

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GRAND TOTAL

There was a total of 494 commercials during the January – April 2006 media buy for Washington Relay in the Spokane and Yakima markets.

Relay Materials and Promotions

Depending on the nature of event or request, the Sprint / Washington Relay materials and giveaways were distributed. Some were distributed in person, and some were distributed through various non-profit agencies and organizations as well as through mail.

◈ Sprint Relay DVDs and Videotapes	◈ Speech-to-Speech Brochures and Flyers
◈ Speech-to-Speech Videotapes	◈ Speech-to-Speech Pens
◈ Washington Relay Service Brochures	◈ Speech-to-Speech PostIt Notepads
◈ Relay Rabbit Coloring Books for Children	◈ 7-1-1 Flyers
◈ WashingtonRelay.com Pens	◈ Video Relay Service Flyers and Postcards
◈ Relay Instruction Wallet Cards	◈ Sprint IP Flyers and Postcards
◈ 800 Toll-Free Numbers Magnets	◈ Washington Relay LED Lighted Bouncy Balls
◈ Sprint Bags	
◈ Voice Carry Over and 2-Line Voice Carry Over Flyers and Postcards	

Advertising and Articles

Sprint Relay had placed three advertisements and articles in regional newsletters within Washington State.

◈ *Sound Waves* Hearing Loss Association of Washington	◈ *What's Up?!?* Southwest Washington Center of the Deaf and Hard of Hearing
	◈ *Connect* Hearing, Speech and Deafness Center

Sponsorships

Sprint / Washington Relay has sponsored those following organizations and/or events in exchange for an opportunity to exhibit, present or advertise regarding services available on either Washington Relay or Sprint Relay.

◈ Deaf-Blind Service Center	◈ Abused Deaf Women's Advocacy Services
◈ Northwest Rainbow Alliance of the Deaf	◈ Edmonds Woodway High School
◈ Hearing Loss Association of Washington	◈ Washington State School for the Deaf
◈ Ears, Hearing and Beyond Conference	◈ Washington State Association of the Deaf

Supporting Team Members

Office of the Deaf and Hard of Hearing	
Eric Raff Director	**Bob Lichtenberg** Assistant Director
	Steve Peck TRS Program Manager

Sprint Nextel	
Tony D'Agata Vice-President Public Sector	**Mike Ligas** Assistant Vice President Telecommunication Relay Services

Operations **Lori Lockhart** Customer Care **Ron Peay** Vendor Management **Mary Cole** Curriculum and Training	**Outreach** **Dan Brubaker** **John Moore**
Billing **Lisa Hernandez** **Al Strayhall**	**Sales** **Mike Baer** **Mike Ellis**
Engineering **Roy Monica** Design & Development **Ron Edwards** Test & Implementation **Delwin Coleman** System Maintenance	**Business Development** **Angela Officer** **Paul Ludwick**
Customer Service **Brian Adamson**	**Contracts** **Don Rawlings**